



Maine Learning Technology Initiative

~ Manual ~

Maine Learning Technology Initiative (MLTI) Manual

Table of Contents

Section 1: Introduction	<i>(8/9/02)</i>
Section 2: Asset Management	<i>(8/9/02)</i>
Asset Management System	
Changing Teachers	
Moving Students	
New Students	
End of School Year	
Ownership of iBooks	
Section 3: Insurance and Repairs	<i>(revised 3/12/02)</i>
Section 4: Getting Help	<i>(8/9/02)</i>
Apple Help Desk	
Roles and Frequently Asked Questions for Students, Teachers and Technical Leads	<i>(revised 3/05/03)</i>
Section 5: Unusable or Stolen iBooks	<i>(revised 3/25/03)</i>
Section 6: Acceptable Use Policies	<i>(8/9/02)</i>
(Student, Employee and Home Use Samples included)	
Section 7: Taking Machines Home	<i>(8/9/02)</i>
Section 8: Power Management	<i>(8/9/02)</i>
Machine Setup and Use	
Recharging	
Section 9: Evaluation	<i>(8/9/02)</i>
Section 10: iBook Features	<i>(8/9/02)</i>
MLTI Image	
Optional Software	
Games and Music	
First Class	
Norton Antivirus	

Section 11: Maine School and Library Network (8/9/02)
Internet Service
Filtering

Section 12: Training and Professional Development (8/9/02)

Section 13: Care of iBooks (8/9/02)

Section 14: School Construction/Changes (12/23/02)

Section 1: Introduction

This on-line manual includes practical information about the Maine Learning Technology Initiative (MLTI) and laptop deployment that school administrators and teachers may need in the next few months as students and teachers begin to use their iBooks (laptops). The manual is available in PDF and Word formats on the MLTI website, www.state.me.us/mlte.

Schools may want to distribute some sections or appendices to students, parents or teachers. The Department of Education (DOE) will update the manual as new information becomes available. DOE invites questions and comments. Please send them to mlti.project@state.me.us.

Section 2: Asset Management

1. Asset Manager System Each school is responsible for keeping track of the machines that it assigns to teachers and students. The school will also keep track of the spare machines it receives and machines that have been sent outside the school for repair. This is done on an on-line asset management system called Asset Manager, <http://www.mainelti.com/>. The purpose of the Asset Manager is to allow each school, the DOE, and Apple to know at any given point in time the location of every iBook.

When the school receives iBooks, the Asset Manger System will contain the asset tag numbers for all machines delivered to the school. The asset tag number is on a small plate on the bottom of each machine. As iBooks are assigned, enter the teacher's name in the "Teacher Name" field next to the number that corresponds with the machine being assigned. For students, enter the student's first, middle and last initial in the "Student ID" field. Further instructions concerning the Asset Manager are contained in Appendix 2-1.

The asset tag numbers for all machines have been entered into the Asset Manger System.

Each school will receive an overage of approximately 3% to use as spares when a machine is out for repair. These will be indicated as spares in the "Assignment" field of the Asset Manger System. If a spare needs to be temporarily assigned to a teacher or student whose machine has been sent for repair, change "Spare" to "Staff" or "Student" with any notations in the "Comments" field. The asset tag number for the machine that is out for repair should be changed to indicate this new assignment status from "Spare" to "Student" or "Staff." The process should be reversed when that machine returns from repair.

- a. **Changing Teachers** Teachers leaving a school's employ (or who change positions and therefore become ineligible to have an iBook) must turn in their laptop to the school. It should be reassigned to a replacement teacher if that teacher meets the eligibility requirements (see Appendix 2-2). If the position will be unfilled, indicate on the Asset Manger System that the machine is "Unassigned" (and include any other clarifying notes). DOE may ask that machine be sent to another school, or moved into the DOE's spare or buffer pool. If a new eligible position is added during the school year, please contact the MLTI Project Manager at the DOE. Do not assign the spare for any purpose other than as a temporary substitute for a machine out for repairs.
- b. **Moving Students** If a student moves after a machine has been assigned, the school is responsible for ensuring that the student returns the iBook before his/her last day in the school if the student is moving outside of Maine. Follow the same process as above, and change the assignment field from "student" to "unassigned" in the Asset Manager System. If the student moves to another

Maine school which participates in this initiative, DOE may ask that the student's machine be transferred to the new school. When a school becomes aware that a student is moving in Maine, please send an e-mail to mlti.project@state.me.us, so DOE can make arrangements for a machine at the new school. Please make sure the student's valuable work has been backed up to the server so it can be retrieved at the new school.

- c. **New Students** If a new student arrives after school starts, contact the MLTI Project Manager as soon as possible to arrange obtaining another iBook. A school may assign an unassigned iBook to the student. Do not assign the spares.
- d. **End of School Year** At the end of the school year, the school will collect all machines. Specific instructions will be provided in the spring of 2003 concerning summer storage.

2. **Ownership of Machines** The iBooks are the property of the DOE and are being provided for the exclusive use of each school's seventh and eighth grade students and their teachers. A school may only assign iBooks to eligible students and teachers. Due to insurance and liability issues, schools should not lend machines to other institutions, groups or individuals.

DOE is leasing the laptops through June 2006. At that time, they must be returned to DOE. The contract provides the iBooks can be purchased at \$40 each at the option of the DOE, or the DOE can ask Apple to remove the machines at no additional cost to the DOE. A decision will be made in 2006 regarding the best disposition of the machines depending on their value. If the machines still remain of value, schools or parents may be extended the opportunity to buy the iBooks.

Appendix 2-1 - MLTI Asset Manager Instructions

The Asset Manager System is part of the Mainelti.com website.

The following functions are available:

- ✓ Search on Schools
- ✓ Search on Serial numbers
- ✓ Search on Asset Tags
- ✓ Search on Airport Cards
- ✓ Search on Names
- ✓ Edit iBook data, re. Assignments and name of teacher/student initials
- ✓ Assign iBooks to teachers and or students
- ✓ View all Networking assets at schools
- ✓ Transfer iBooks within the schools and DOE by clicking on the “transfer to other school’ button on the right menu bar
- ✓ Note when iBooks goes out for repair
- ✓ Track repair time and status
- ✓ Track all changes and additions by anyone who enters and uses the system
- ✓ View status of all iBooks within a school system

To use the system, log into www.mainelti.com using the same login in provided to you to view the online school readiness checklist. Click on Enter iBook Asset Manager. The next screen that you will see comes up with the summary of the status of iBooks for your school.

P R E C I S I O N
C O N S U L T I N G

Options

[SRC Application](#)

[Asset Manager](#)

Search:

Search

[List All Assets](#)

[Change Assignment Status](#)

[View School Asset Changelog](#)

[Logout](#)

Report Title: Find All Assets Assigned to L

Displaying Assets 1 thru 30 of 30

< Prev Records

Next Records >

Spare	7	Unassigned	13
Student	3	In-Transit	0
Staff	4	Out for Repair	3

Asset Tag	Serial Number	Ethernet ID	Airport ID	Airport Serial	Assignment	Teacher Name
200196	UV1520BNLPV	00039373F948	0030651D868A	PW151SMFLH8	Student	Joe smith
201116	UV223212N60	0003939D1FEE	003065045058		Out for repair	
201139	UV2232ZHMN60	0003939351FE	0030651F4FB9		Spare	
201165	UV2232GJUN60	0003939D0710	003065166EAF		Staff	
201210	UV2232ZN9N60	0003939D4FD4	0030651647ED		Spare	Adam
201227	UV2232ZF6N60	0003939D4DA8	0030651FAB0D		Spare	
201238	UV2232ERN60	0003939D182A	0030651F54AE		Spare	
201273	UV2232DWN60	0003939D206C	0030651FAAEF		Student	
201432	UV2232BGN60	0003939D5F74	00306515C587		Spare	
201605	UV223224N6P	0003939CA632	003065166F7F		Out for repair	Spuds MacKenzie
201606	UV22322GN6P	000393936D6C	003065166FAD		Unassigned	
201615	UV22322SN6P	000393936C58	0030651F5491		Staff	
201621	UV22322NN6P	0003939D6680	003065166F7C		Unassigned	
201628	UV2232CEN60	0003939D3E14	0030651F54EA		Unassigned	
201630	UV22323EN6P	0003939C9CAC	003065166E93		Out for repair	
201650	UV22323YN6P	0003939D1CA0	0030651F548A		Unassigned	
201653	UV22323UN6P	000393936B5C	003065166DF3		Student	Betty Cool
201709	UV2232EVN60	00039399978E	003065166E92		Staff	

On the table that lists all of your iBooks you can sort on any column by clicking on the column header. To view all of your iBooks, to edit iBook assignment, or teacher name or to enter any notes click on the row of the iBook that you would like to edit.

There are four basic functions that you can use this system for:

- 1) To edit assignments, comments or teacher name for any particular iBook. As mentioned above this can be done by clicking on the row with that iBook's information.
- 2) To change assignment status for a number of iBooks, click on Change Assignment Status on the left of the screen. This will bring you to a page of popups to change assignment status. When you click on the update button on the bottom a new page will load and ask you to confirm those changes. To confirm changes hit confirm, to make changes hit the change button.
- 3) You can view a history of changes related to your school, by clicking on the View School Asset Changelog link on the left hand side.

Asset Update History:
Asset Update by UserID: shirl (Shirl Guinness) on 07/31/2002 at 21:39:15 - The assignment status was changed from "Staff" to "Out for repair".
Asset Update by UserID: 068-06 (Peter D Bethke) on 07/30/2002 at 23:52:06 - The assignment status was changed from "Unassigned" to "Staff".
Asset Update by UserID: 068-06 (Peter D Bethke) on 07/30/2002 at 20:41:10 - The assignment status was changed from "Student" to "Unassigned".
Asset Update by UserID: 068-06 (Peter D Bethke) on 07/30/2002 at 20:28:08 - The assignment status was changed from "Staff" to "Student".

- 4) You can request DOE approval for transferring an iBook from one school or another or back to DOE. This can be done by searching for the iBook you want to transfer, clicking on the row of that iBook and then selecting the Request Transfer From DOE on the right side of the page.

Maine Learning Technology Initiative - Asset Manager		Current User ID: shirl (Shirl Guinness) / School Code: 068-06
<p>Options</p> <p>SRC Application</p> <p>Asset Manager</p> <hr/> <p>Search:</p> <div style="border: 1px solid black; padding: 2px; width: 100px;"> <input style="width: 80%;" type="text"/> <input style="width: 20%;" type="button" value="Search"/> </div> <p>List All Assets</p> <p>Change Assignment Status</p> <p>View School Asset Changelog</p> <hr/> <p>Logout</p>	<p>Request Asset Transfer to Other School from DOE.</p> <p>Please use this form to submit an Asset Transfer request to the Department of Education Official assigned to your School.</p> <p>Please select the school you wish to transfer this asset to from the drop-down list below. You may add any comments relating to the transfer in the box below labeled "comments".</p> <hr/> <p>Asset Tag: 201709</p> <p>Transfer to School: -----Please select a school----- ⬇</p> <p>Comments: <div style="border: 1px solid black; height: 80px; width: 100%;"></div></p> <p style="text-align: center;"><input style="border: 1px solid black; padding: 5px 20px;" type="button" value="Submit/Request Transfer"/></p>	<div style="background-color: yellow; text-align: center; padding: 5px; font-weight: bold; font-size: 1.2em;">201709</div> <p>Asset Detail</p> <p>Request Transfer from DOE</p>

Appendix 2-2 Eligibility Criteria

Teachers Receiving Laptops

All teachers who teach 7th grade core subjects (math, science, language arts, and social studies) will receive an iBook before the close of school, June 2002. All other classroom teachers who spend 50% or more of their time teaching 7th graders (based on FTE), or 50% or more of their time teaching 7th and 8th graders will receive an iBook before the close of school, June 2002. This does not include principals, assistant principals, guidance counselors, social workers, librarians, nurses, performing arts, speech, and ed techs. Teachers who teach only 8th graders 50% or more of their time will receive iBooks prior to the close of school in 2003.

Section 3: Insurance and Repairs

INSURANCE AND REPAIRS

I. Coverage Provided by the State Through Apple Contract

A. AppleCare

All iBooks are covered by a four-year AppleCare policy. AppleCare provides help desk support, troubleshooting, and repair for defects. AppleCare assistance is accessed through a toll-free number with an exclusive access code for MLTI. AppleCare does not cover repairs resulting from accidents or negligence.

1. Wireless Networking - Switch or UPS Failures

Any problems with UPS or switch failures are covered by the manufacturers warranties. You can contact Netgear for switch failures or APC for UPS failures. To streamline the warranty replacement process a letter is posted in the tech coordinator conferences on the MiddleMaine server for use as proof of purchase along with directions for obtaining additional information if needed. You can contact Netgear at 1-888-638-4327, and you can contact APC at 1-800-555-2752.

B. Buffer Pool

The Apple contract includes a pool of 1% of the total number of devices ordered by the State, or approximately 360 machines, to be used to replace machines that are unintentionally destroyed or lost over the four years of the contract. The contract further provides that machines not in use in years 3 and 4 of the contract due to declining enrollments can be added to the Buffer Pool (this is expected to be several hundred additional machines).

If a machine is unusable and not covered by AppleCare, the Department of Education will issue a new machine from the buffer pool. School principals must submit the form in Section 5 of the MLTI Manual to request a machine from the Buffer Pool. Schools or students will also be required to submit a claim for any available insurance. If a school has numerous claims from the Buffer Pool, the Department reserves the right to limit the number of machines that will be issued to that school from the Pool. Note also that the Buffer Pool is not intended to cover any intentional or reckless damage to devices.

Only experience will tell whether the Buffer Pool will be sufficient to cover losses over four years. The Department will be evaluating its use throughout the year and will be working with Apple to advise schools on ways to limit loss

and breakage. We are hopeful that the Buffer Pool will be adequate for these purposes, but we cannot guarantee that up front because this is really uncharted territory.

The limited capacity of the Buffer Pool imposes two critical obligations upon local school units: (1) proper training and oversight in the care and maintenance of the iBooks by teachers and students must be strongly reinforced so that the loss and damage experience statewide is truly minimized; having to respond to preventable damage will undermine our ability to respond with replacements for the unavoidable accidents and damage in a large-scale deployment such as this one; and (2) any devices that are not assigned to a student in subsequent years (due to the projected declining student cohorts in Maine over the next four years) **MUST** be returned to augment the Buffer Pool so that there is continued provision against loss and damage in Years 2-4 of the contract.

II. School Responsibility

A. School Insurance

The Apple contract does not cover a large loss on school property (e.g., fire, flood, theft), and the Buffer Pool is obviously not large enough to cover a series of such catastrophic events. The Department asks schools to add the iBooks to their existing insurance policies. Because the Department has turned the care of the iBooks over to each school for the term of the contract (through June 2006), schools have an insurable interest in their iBooks. Schools should contact their insurance agents to add the iBooks to their existing insurance policies to address the risk of direct physical loss, including theft. We believe the cost of doing this should be relatively small.

B. Coverage of Repairs Resulting From Negligence/Accidents

As mentioned above, damage caused by accidents or negligence is not covered by AppleCare. Machines that are no longer useable can be replaced through the Buffer Pool, though, again, the Buffer Pool is not meant to cover any intentional or reckless damage to the devices. However, the Buffer Pool is not large enough - and was not designed - to cover repairs to machines that have marginal damage but are still in working condition (e.g., a machine with a broken CD rom door, or broken latch due to an accident). Insurance policies are available that provide coverage for such repairs. Schools at their option may wish to obtain such coverage and/or ask parents to contribute to such coverage. We are not really in a position to advise districts on the likely incidence of damage, and the relative economic value of insurance versus the potential for work-arounds, or some other form of set-aside of repair funds or additional devices as "self-insurance." We will provide any information we can

on the apparent feasibility of these options as it becomes available. School with such insurance would have less need to draw on the Buffer Pool, as losses would be covered by these policies.

III. Use of machines Outside School

A. Taking Machines Home

The same coverage described above (AppleCare, Buffer Pool) applies to machines that students take home. However, once the iBooks are outside the control of the school, both the Department and the school need some assurance that parents and students will care for the machines. This is why some school systems deploying laptops in other States have required parents to purchase insurance policies for the devices. The Department is not requiring such insurance. However, as a local choice, a school may ask parents to purchase or contribute towards insurance as a means of providing coverage (particularly for repairs that are not covered by AppleCare or the Buffer Pool) and as a means for parents and students to take an "ownership interest" in the devices. A policy is currently available from Safeware Insurance (e-mail brian_haase@safeware.com or call 1-800-800-1492), and other companies may also offer appropriate policies. Schools may also be able to obtain coverage from their current school insurer to cover student use at home. Schools should contact their insurance agent for further information.

B. Use Outside Maine

The Department has had one inquiry about teachers taking iBooks to a conference outside the State. The Buffer Pool will not cover a machine lost or damaged outside the State. If a school makes the choice to allow the iBooks to be taken out of State, the school will be responsible for any loss or damage that occurs.

IV. Summary

- Defects - covered by AppleCare.
- Machine lost, destroyed, damaged and in unusable condition (e.g., broken screen) - covered by available insurance then by the Buffer Pool, subject to availability. (Note: Buffer Pool may be used to provide machines on a temporary basis while an insurance claim is being processed).
- Loss on school property due to fire, theft, flood, etc. - covered by school insurance policy.
- Repairs to machines that are still usable - responsibility of school. Can use insurance coverage, if available; or choose to use in current condition; or

school may pay for repair and seek reimbursement from teacher or parent for repair.

Section 4: Getting Help

Any iBook user may call the Apple Help Desk with questions. Help Desk personnel will assign a case number for each call, and will attempt to resolve the problem. If, in the opinion of Help Desk personnel, an iBook requires repair, it must be given to the school's Technical Lead, along with the case number assigned by the Help Desk. The Technical Lead will try to troubleshoot and repair an iBook within four hours, and if unsuccessful, will send it to Apple.

1. Apple Help Desk To contact the Apple Help Desk, call 1-800-919-2775, and when prompted, enter the following account number: 4MLTI (46584). It will operate Monday through Friday, 7:00 AM to 9:00 PM (EST) and on Saturday and Sunday from 9:00 AM to 9:00 PM (EST). Prior to calling, be prepared to provide:

- a. Name, telephone number, and location,
- b. The unit's serial number,
- c. A list of passwords needed to access the unit, and
- d. Description of the problem, and steps to reproduce the problem.

2. Technical Lead Repair Role Technical Leads may issue a spare iBook to the student, while their machine is being repaired. They may also decide to ship the iBook to Apple for repair. Under normal conditions, Apple will repair the device in approximately 72 hours from the time of pick up. Only Technical Leads may send iBooks to Apple for repair.

Under normal conditions, Apple will return to service the repaired device in approximately 72 hours from the time of pick up by Apple's authorized carrier. Turn around time can be substantially extended by:

- a. Failing to disable any required passwords.
- b. Incorrect or inadequate reporting of damage.
- c. No trouble found, which requires Apple to check all systems
- d. Missing or incorrect dispatch number on the shipping label.

3. Additional Information, and Frequently Asked Questions See Appendix 4-1 for more detailed information for students/parents regarding the AppleCare Process, and Help Desk. Similar information for Teachers and Technical Leads may be found in Appendices 4-2, and 4-3 respectively.

Appendix 4-1



MLTI Student/Parent F.A.Q. Sheet

Maine Learning Technology Initiative

Frequently Asked Question (F.A.Q.) Sheet

Apple is pleased to be participating in the Maine Learning Technology Initiative and grateful to have this opportunity to introduce you to the iBook. Each school in Maine has designated a Technical Lead to act as the liaison between Apple and your school's teachers, students, and administrators. If you experience any difficulty with your iBook that you are not comfortable handling yourself, or if your iBook needs software or hardware service, please contact your Technical Lead at your earliest convenience.

Please fill in the name and contact information of your assigned Technical Lead in the space below for future reference:

Technical Lead

Name: _____

Phone: _____

Email: _____

Apple is here to support you and will provide the following tools to assist you:

- MLTI Student/Parent F.A.Q. Sheet (this document)
- Access to the Apple MLTI Help Desk, an 800# with a dedicated account number for Maine MLTI users to provide all MLTI callers with direct access to experienced technical support professionals.
- Access to the Apple Support web site which is available to help you 24 hours a day, 7 days a week. You'll find comprehensive product information as well as technical assistance and software updates at www.apple.com/support.

Apple MLTI Student/Parent F.A.Q. Sheet

1. What do I do when an iBook appears to need service?

If your Technical Lead is unavailable or if you feel comfortable addressing the issue yourself, please feel free to contact Apple at anytime for assistance. Apple MLTI Help Desk Representatives will help you resolve technical difficulties up to the point at which software installation or hardware repair is required. At that point your Apple Representative will ask you to escalate the unit to your Technical Lead for service as follows:

Deliver the unit to the Technical Lead.

- a. You will need to provide the Technical Lead with your name, contact information, a description of the problem, and a complete list of your passwords.
- b. The Technical Lead will need to know if the you have already contacted Apple. If so, please provide the Technical Lead with the case # assigned by Apple.

2. What information do I need before I call Apple?

Your name.

Your phone number.

Your location (including the name of the school).

The unit's serial number.

Description of the problem and the steps to reproduce the problem.

3. What are the hours of Operation of the Apple MLTI Help Desk?

Monday – Friday, 7:00 AM – 9:00 PM EST.

Saturday – Sunday: 9:00 AM – 9:00 PM EST.

4. Where do I call?

Please be sure to inform your Apple MLTI Help Desk Representative that you are calling as part of the Maine MLTI agreement.

MLTI Help Desk: 1-800-919-2775

When prompted enter account number: 4MLTI (46584)

5. What can I expect when I call?

An Apple MLTI Help Desk Representative will be available to answer your questions, assist you in troubleshooting, and, if necessary, refer you to your school's Technical Lead for assistance in safely returning the unit to Apple for service.

Important: Be sure and write down the case number and, if necessary, provide that number to your school's Technical Lead for further assistance servicing the unit.

Important: Be sure and provide your school's Technical Lead with any necessary passwords, including the Admin User password.

6. If a unit is sent to my Technical Lead, how long will it be before the unit is returned?

Your school's Technical Lead will attempt to troubleshoot and repair all units within four hours of receiving the unit. Some service will require that the unit be returned to Apple. Please see question 7 below for more information.

7. If a unit is returned to Apple, how long will it be before the unit is returned?

Under normal conditions, Apple will return to service the repaired device in approximately 72 hours from the time of pick up by Apple's authorized carrier.

The turn around time can be substantially extended by the following actions:

1. Failing to include the dispatch number on the way bill.
2. Writing the incorrect dispatch number on the waybill.
3. Failing to disable any required passwords.
4. Incorrect or inadequate reporting of damage to the computer.
5. No trouble found (as this requires Apple to check all systems).
6. Availability of next-day shipping to rural areas.

Your school's Technical Lead has access to a limited number of spare computers to check-out to student's whose units need to be returned to Apple. Your Technical Lead will only issues these units when a student's unit is being returned to Apple.

Appendix 4-2



MLTI Teacher/Admin F.A.Q. Sheet

Maine Learning Technology Initiative

Frequently Asked Question (F.A.Q.) Sheet

Apple is pleased to be participating in the Maine Learning Technology Initiative and grateful to have your assistance during this initiative. Each school in Maine has designated a Technical Lead to act as the liaison between Apple and your school's teachers, students, and administrators. If you experience any difficulty with an iBook that you are not comfortable handling yourself, or if an iBook in your classroom seems to need software or hardware service, please contact your Technical Lead at your earliest convenience.

Please fill in the name and contact information of your assigned Technical Lead in the space below for future reference:

Technical Lead

Name: _____

Phone: _____

Email: _____

Apple is here to help you fulfill your duties as a teacher and will provide the following tools to assist you with your job:

- MLTI Teacher/Admin F.A.Q. Sheet (this document)
- Access to the Apple MLTI Help Desk, an 800# with a dedicated account number for Maine MLTI users to provide all MLTI callers with direct access to experienced technical support professionals.
- Access to the Apple Support web site which is available to help you 24 hours a day, 7 days a week. You'll find comprehensive product information as well as technical assistance and software updates at www.apple.com/support.

Apple MLTI Teacher F.A.Q. Sheet

1. What do I do when an iBook appears to need service?

If your Technical Lead is unavailable or if you feel comfortable addressing the issue yourself, please feel free to contact Apple at anytime for assistance. Apple MLTI Help Desk Representatives will help you resolve technical difficulties up to the point at which software installation or hardware repair is required. At that point your Apple Representative will ask you to escalate the unit to your Technical Lead for service as follows:

- a. Have the student/teacher deliver the unit to the Technical Lead.
- b. The student/teacher will need to provide the Technical Lead with their name, contact information, a description of the problem, and a complete list of their passwords.
- c. The Technical Lead will need to know if the student/teacher has already contacted Apple. If so, they will need to provide the Technical Lead with the case # assigned by Apple.

2. What information do I need before I call Apple?

Your name.

Your phone number.

Your location (including the name of the school and room #).

The unit's serial number.

A list of the passwords needed to access the unit.

Description of the problem and the steps to reproduce the problem.

3. What are the hours of Operation of the Apple MLTI Help Desk?

Monday – Friday, 7:00 AM – 9:00 PM EST.

Saturday – Sunday: 9:00 AM – 9:00 PM EST.

4. Where do I call?

Please be sure to inform your Apple MLTI Help Desk Representative that you are calling as part of the Maine MLTI agreement.

MLTI Help Desk: 1-800-919-2775

When prompted enter account number: 4MLTI (46584)

5. What can I expect when I call?

An Apple MLTI Help Desk Representative will be available to answer your questions, assist you in troubleshooting, and, if necessary, refer you to your school's Technical Lead for assistance in safely returning the unit to Apple for service.

Important: Be sure and write down the case number and, if necessary, provide that number to your school's Technical Lead for further assistance servicing the unit.

Important: Be sure and provide your school's Technical Lead with any necessary passwords, including the Admin User password.

6. If a unit is sent to my Technical Lead, how long will it be before the unit is returned?

Your school's Technical Lead will attempt to troubleshoot and repair all units within four hours of receiving the unit. Some service will require that the unit be returned to Apple. Please see questions 7 and 8 below for more information.

7. If a unit is returned to Apple, how long will it be before the unit is returned?

Under normal conditions, Apple will return to service the repaired device in approximately 72 hours from the time of pick up by Apple's authorized carrier.

The turn around time can be substantially extended by the following actions:

1. Failing to disable any required passwords.
2. Incorrect or inadequate reporting of damage to the computer.
3. No trouble found (as this requires Apple to check all systems).
4. Availability of next-day shipping to rural areas.

8. What do I do with a student whose laptop is in for service?

Your school's Technical Lead has access to a limited number of spare computers to check-out to students whose units need to be returned to Apple. Your Technical Lead will only issue these units when a student's unit is being returned to Apple.

Appendix 4-3



MLTI Technical Lead F.A.Q. Sheet

Maine Learning Technology Initiative

Frequently Asked Question (F.A.Q.) Sheet

Apple is pleased to be participating in the Maine Learning Technology Initiative and grateful to have your assistance as the designated Technical Lead at your school. You have been selected by the State of Maine to work closely with Apple in support of the Maine Learning Technology Initiative. Your role as the Technical Lead is critical to the success of the Maine Learning Technology Initiative.

Your duties as a Technical Lead include:

- Act as the technical contact between Apple and your school's students, teachers, and administrators.
- Perform troubleshooting and minor hardware/software repairs (with the support of the Apple MLTI Help Desk).
- Handle packaging and labeling of units for return to the Apple Service Center.
- Manage a supply of spare computers to issue to MLTI users while their unit is in for service.

Apple is here to support you in your role as the Technical Lead and will provide the following tools to assist you with your job:

- MLTI Technical Lead F.A.Q. Sheet (this document), including an MLTI Troubleshooting F.A.Q., a MLTI Service F.A.Q., and Packing Instructions for an iBook.
- A copy of our "General Troubleshooting Guide for iBook Hardware and Mac OS X".
- Access to the Apple MLTI Help Desk, an 800# with a dedicated account number for Maine MLTI users to provide all MLTI callers with direct access to experienced technical support professionals.
- Access to the Apple Support web site which is available to help you 24 hours a day, 7 days a week. You'll find comprehensive product information as well as technical assistance and software updates at www.apple.com/support.
- Support CDs to include:
 - MLTI Software Image Restore CD or hard drive
 - Apple Hardware Test CD
 - AppleCare Protection Plan CD (including Tech Tools Deluxe from MicroMat.)
- An initial iBook shipping box and label (one of each).
- A service expedite sticker.

MLTI Troubleshooting F.A.Q.

This document provides information on the troubleshooting tools and procedures you will encounter while working with Apple.

1. What is the first thing I should do when I receive an iBook in need of service?

Your prompt response and accurate attention to detail is essential to ensure support for Maine students and teachers. Please follow the following guidelines:

- Please consult this F.A.Q. and the “General Troubleshooting Guide for iBook Hardware and Mac OS X” within the day in which you receive a system to attempt to isolate and repair the issue. If you need help at any time, contact the Apple MLTI Help Desk as described in the attached MLTI Troubleshooting F.A.Q..
- If the issue is determined by an Apple representative to be a hardware issue requiring the unit to be returned to the Apple Repair Center for service, schedule shipment with the AppleCare Representative within the day of receipt.

Follow the following steps:

- a. Ask the student/teacher to provide you with their name, contact information, a description of the problem, and a complete list of their passwords.
- b. Ask the student/teacher if they have already contacted Apple. If so, ask them to provide you with the case # assigned by Apple.
- c. Accept the unit from the student/teacher according to the terms of your check-out policy and procedures.
- d. Do NOT immediately issue a Spare unit to the student/teacher.
- e. Consult your Apple “General Troubleshooting Guide” and proceed through Step # 11 or until you feel uncomfortable.
- f. If you have not resolved the problem, please contact the Apple MLTI Help Desk as described below in F.A.Q. # 5 – 9 for assistance troubleshooting the problem.
- g. If the Apple MLTI Help Desk Representative determines that the unit needs to be returned to the Apple Repair Center for service, consult F.A.Q. # 11 - 17 for packing and shipping instructions. Be sure to inform the Apple Representative of any required passwords before returning the unit to Apple (See F.A.Q. # 12).
- h. If possible, back-up the student/teacher’s personal data (See F.A.Q. # 11).
- i. Transfer necessary student/teacher files from the student/teacher’s unit to the Spare unit to be issued.
- j. Contact the student/teacher and issue that person the Spare unit according to the terms of your check-out policy and procedures.
- k. When the student/teacher’s unit is returned, consult F.A.Q. # 18 for instructions on how to return the student’s laptop.

2. When do I use the Apple Hardware Test CD?

Apple Hardware Test is a diagnostic tool for detecting problems with a computer's internal hardware components such as the logic board, memory, modem, video RAM, and the Apple AirPort card. It does not check externally connected hardware components such as USB devices or FireWire devices; it does not check non-Apple devices such as PCI cards from other vendors.

Apple Hardware Test does not check the computer for problems with the Operating System (OS) or other software related problems such as application or extension conflicts.

If a hardware problem is suspected, the information provided by Apple Hardware Test can help identify the problem. If Apple Hardware Test detects a problem, an error code will be displayed. Please make a note of the error code and provide it to your Apple MLTI Help Desk Representative when you call Apple. If no hardware failure is detected, the problem may be software related.

3. When do I use the MLTI Software Image Restore CD or hard drive?

The MLTI Software Image Restore is used when it is necessary to reinstall software on an MLTI computer. This disk should NOT be used until you are told to do so by an Apple Representative or until you have completed steps 1 – 11 on your “General Troubleshooting Guide”.

Important: You will lose all of the data on the hard drive when you use these disks. To protect your data you must back-up your drive prior to initiating this action.

4. When do I call Apple?

Follow the steps in your “General Troubleshooting Guide for iBook Hardware and Mac OS X”. If at any time you feel uncomfortable or are still experiencing trouble with the unit after completing the steps, please review F.A.Q.s 6 - 9 and then call Apple.

5. What information do I need before I call Apple?

Your name.

Your phone number.

Your shipping location (include the name of the school and the room #).

The unit's serial number.

A list of the passwords needed to access the unit including the Admin User's password.

Description of the problem and the steps to reproduce the problem.

6. What are the hours of Operation of the Apple MLTI Help Desk?

Monday – Friday, 7:00 AM – 9:00 PM EST.

Saturday – Sunday: 9:00 AM – 9:00 PM EST.

Service Dispatch is available: Monday – Friday, 8:00 AM – 5:00 PM EST.

7. Where do I call?

Please be sure to inform your Apple MLTI Help Desk representative that you are calling as part of the Maine MLTI agreement.

MLTI Help Desk: 1-800-919-2775

When prompted enter account number: 4MLTI (46584)

8. What can I expect when I call?

An Apple Technical Support Representative will be available to answer your questions, assist you in troubleshooting, and, if necessary, provide you with the information needed to safely return a unit to Apple for service.

Support includes device troubleshooting and dispatch assistance, installation support, compatibility with Apple hardware and software products, and referrals for support of third-party products, hardware, and software.

Important: Be sure and write down the case number and, if necessary, the dispatch number provided to you by your Apple MLTI Help Desk representative.

Important: If you will be returning the unit to Apple for Service, be sure and provide your Apple MLTI Help Desk representative with any necessary passwords, including the Admin User password.

MLTI Service F.A.Q

This document provides information on the service options and procedures you will encounter while working with Apple.

1. What are Customer Installable Parts?

Apple's service options include provisions for some circumstances in which certain portable repairs may be handled through Apple's Customer Installable Parts (CIP) program. The CIP program sends installable parts directly to the school, eliminating the need for the mail in repair process. In certain instances the Technical Lead may elect to perform these CIP replacements themselves. This will speed the return to service of a unit needing replacement of parts covered by this program. Portable parts in the program included are keyboards, batteries, mice, RAM, AC adapters, airport cards.

Additional information on Customer-Installable Parts, including installation instructions, can be found at: www.info.apple.com/support/cip/index.html.

2. How and what do I back-up before returning the unit to Apple?

All of a student/teacher's personal files should be held in their Documents File located on their hard drive inside the Users folder and inside the folder with their name. Please back-up this file.

3. What passwords do I need to disable before returning the unit to Apple?

Disable any passwords required to access the system before returning the unit to Apple.

Note: the Admin User password can not be disabled. Please be sure and provide the Admin User password to your Apple Representative.

4. When do I give a student a Spare unit?

Spare units are intended to act as temporary replacements while MLTI units are being serviced at the Apple Repair Center. This should only occur in the case of hardware related service incidents.

Spare units should be managed locally by each school's designated Technical Lead. A process for the check-out and return of Spares should be developed at the school level.

Spare units are **not** intended to be used for the following purposes:

- To provide computers to students not originally accounted for in enrollment estimates.

- To provide replacement units for units experiencing software problems.
- To provide computers to students who lose, misplace, or forget their computer.

5. How do I package an iBook for return to Apple for service?

IMPORTANT: Maine MLTI iBooks that are returned to Apple for service should have a bright orange, circular sticker at least one inch in diameter attached to the shipping box next to the Airborne shipping label. Apple uses this sticker to identify Maine MLTI units for priority service at the Apple Repair Center.

IMPORTANT: Be sure and back-up a student's data and disable any passwords before returning their unit to Apple for service. See F.A.Q. # 12 above. You will also need to provide your Apple Representative with your Admin User password.

If you must return a product to Apple for repair, please use the packing box specifically designed to ship that product without damage. Apple will provide the Technical Lead at each school with a single (1) shipping box and label to provide for the return of units in need of service. Additional boxes will be sent when a repair is scheduled. Should more boxes be necessary, they may be requested from Apple by the Maine Technical Lead.

Pack only your iBook , AC adapter and power cord in the box provided. Do not include any manuals or software unless specifically instructed to by an Apple agent. Include the drives and batteries, in their respective bays, but make sure the CD drive is empty. If the system has a PCMCIA card installed, remove it before shipping the system, unless an Apple agent gives specific instructions not to remove the card. Any installed RAM should remain installed.

Please back-up all data on the unit before returning it to Apple. If you are unable to complete the back-up you may request that the repair center attempt to transfer hard drive data to a replacement drive, and if successful, **you will be charged for this activity**. Apple cannot over-emphasize the importance of backing up data before sending an iBook to Apple for repair. If, during the course of the repair, problems are found with the software or data on the hard drive, it may be erased. If you wish to arrange for data transfer of your hard drive, you must call the Apple Direct Dispatch Admin group at 1-800-320-3728 before sending your iBook in for repair. Have your case number ready when you call.

Security software installed on your iBook may delay the repair. If you did not provide the necessary passwords when your repair request was set up, please disable all security software or contact the Apple Direct Dispatch Admin group at 1-800-320-3728 before you send your unit in for repair. Have your case number ready when you call. The technicians need to be able to fully access the system to be able to repair your iBook. Systems which cannot be accessed will either have their repair delayed, or will be returned un-repaired.

For instructions on packaging of the iBook, please see the attached Packing Instructions for iBook.

6. How do I fill out a shipping label (waybill)?

Please see the instructions printed on the waybill. It is **very** important to include each of the following pieces of information on the waybill:

- a. Dispatch Number (as assigned to you by your Apple MLTI Help Desk Representative)
- b. Serial Number
- c. Your Name
- d. Phone Number

Complete the Airborne airbill. Airborne will not accept packages without a completed airbill. To order blank or preprinted airbills, call Airborne at 1-800-AIRBORN (1-800-247-2676). The Airborne phone agent may ask you to provide a format number for preprinted airbills. If you have a preprinted airbill already available, the agent can tell you where to locate the format number. Please keep an extra form available for subsequent requests. Preprinted airbills may take up to seven business days to receive.

If you do not have a preprinted airbill available to provide a format number, you may still order blank airbills.

Complete all of the required information on the Airborne Express airbill following these directions carefully. Unclear or incomplete information may delay the repair. If you have questions or need assistance, call Apple's Direct Service at 1-800-320-3728.

Section 1

Your address.

Section 2

The repair center address:

Apple Direct Service

6419 Shelby View Drive

Memphis, TN 38300

Phone number - 1-800-320-3728

For the description, enter the dispatch number, a slash, and then the serial number of the unit (for example, D123456/CK000123ABC). This is very important. Your repair may be delayed if this information is not listed clearly on the airbill.

Section 3

Your signature and the date signed.

Section 4

Check the box marked "bill receiver" and enter 179308700 under Airborne customer account number. In the billing reference section, use the dispatch number/serial number as you did in Section 2. Again, this is **very** important. Please list this information as clearly as possible.

Section 5

Check the box marked "express."

Section 6

Enter the number of packages.

Section 7

Weigh the package or estimate the weight.

Section 8

Leave the Special Instructions and Value/Insurance sections blank.

7. Who will pick up the unit?

IMPORTANT: Maine MLTI iBooks that are returned to Apple for service should have a bright orange, circular sticker at least one-inch in diameter attached to the shipping box next to the Airborne shipping label. Apple uses this sticker to identify Maine MLTI units for priority service at the Apple Repair Center.

After packing the box and completing the label, you can drop off the packaged and sealed unit at an Airborne location, or contact Airborne at 1-800-247-2676 to arrange for a pickup.

When the Airborne representative arrives to pick-up the unit, have the Airborne Express agent sign the waybill. Remove and keep the top (sender's) copy for your records. Attach the label portion of the airbill to the package, give the package to the Airborne Express agent, and you are done.

Retain a copy of the airbill (the top, white, "sender's" copy), after the Airborne Express agent has signed it and keep it in a safe place. Apple does not receive a copy of the airbill or the airbill number. If the unit does not arrive at the repair center, you will need the airbill number to track the shipment.

If you do not have Airborne pickup in your area, call the Apple MLTI Project office at 207-688-4501 for information on alternate shipping arrangements.

8. How long will it be before the unit is returned to me?

Under normal conditions, Apple will return to service the repaired device in approximately 72 hours from the time of pick up by Apple's authorized carrier.

The turn around time can be substantially extended by the following actions:

1. Failing to include the dispatch number on the waybill.
2. Writing the incorrect dispatch number on the waybill.
3. Failing to disable any required passwords.
4. Incorrect or inadequate reporting of damage to the computer.
5. No trouble found (as this requires Apple to check all systems).
6. Availability of next-day shipping to rural areas.

9. What do I do when I receive a repaired unit?

- a. Check the returned unit to see if the student's data and MLTI software are still intact. If not, re-install the backed-up data from the student's computer or, if no back-up is available, use the MLTI Software Image Restore CD to reinstall software.
- b. Contact the student to have him (or her) return the Spare unit.
- c. Transfer any necessary data from the Spare unit to the serviced unit.
- d. Check the Spare unit back into the Spare inventory according to the terms of your check-out policy and procedures.
- e. Return the student's unit to the student.

10. What do I do when a unit is not eligible for repair under the Apple Warranty or AppleCare Protection Plan?

Contact the Maine MLTI Project Manager, mlti.project@state.me.us.

11. What do I do when a unit is lost, stolen or destroyed?

Contact the Maine MLTI Project Manager, mlti.project@state.me.us.

Section 5: Unusable or Stolen iBooks

If an iBook is damaged beyond repair and not usable (e.g. broken screen), or it has been stolen or lost, the principal must complete the Computer Equipment Loss Report (see Appendix 5-1), and return it to the DOE. Law enforcement authorities should be contacted if a machine has been stolen. An iBook from the DOE buffer pool will be issued to the school as a replacement. See Section 3: Insurance and Repair, for additional information. The school will be provided instructions regarding the disposition of any broken device.

Maine Learning Technology Initiative

Appendix 5-1 Computer Equipment Damage / Loss Report

To report a damaged, lost, or stolen iBook, not covered by AppleCare, please complete the following information and return to the Department of Education, at the address below.

1. School Name: _____

2. What is the Asset Tag Number on the student's computer? _____

3. Student / Teacher Name: _____ Student's Grade level: _____

4. Does the school, parent, teacher have insurance coverage? _____

5. Date of accident or loss: _____

6. Is computer still useable? ☐ YES ☐ NO

AppleCare Case # _____

Date repair was denied by Apple _____

Please check one

☐

A. Computer was lost

☐

B. Computer was stolen

☐

C. Computer was damaged and not covered by AppleCare.

If you checked A: In the space provided below please provide a brief report on how the computer was lost and efforts to recover it.

If you checked B: In the space provided below please provide a brief report on how the computer was stolen. You should also notify the police in this situation and provide copy of police report

If you checked C: In the space provided below please describe in detail what damage has occurred and how the computer was damaged.

Please return this form to:

MLTI Project Manager
Department of Education
23 State House Station
Augusta, ME 04333

School Principal filling in Form:

Name _____

Title Principal

Date _____

Signature _____

You will be contacted about returning this equipment.

Section 6: Acceptable Use Policies for Students, Employees and Home Use of iBooks

School administrators should review existing acceptable use policies with the Maine Learning Technology Initiative in mind. Schools should consider whether they need to revise or create additional policies for students' and teachers' use of iBooks. See the appendices for sample Student Computer and Internet Use (6-1), Employees Computer and Internet Use (6-2), and Home Use (6-3) policies. A Home Use Policy signed by parents and student must be in effect prior to schools allowing iBooks to go home with students.

See also the complete set of policies used by the Piscataquis Community Middle School at <http://www.sad4.com/PCMS/>.

Appendix 6-1 SAMPLE – from Union 98

Student Computer and Internet Use Policy

I, _____, understand accept and agree to abide by the following statements.

These rules are intended to provide general guidelines and examples of prohibited computer and Internet uses, but do not attempt to state all required or prohibited activities by users. Failure to comply with this *Student Computer and Internet Use Policy* and these rules may result in loss of computer and Internet privileges, and/or legal and disciplinary action.

A. Computer Use is a Privilege, Not a Right.

Student use of the school unit's computers, networks and Internet services is a privilege, not a right. Unacceptable use/activity may result in suspension or cancellation of privileges as well as additional disciplinary action and/or legal action.

The building principal shall have final authority to decide whether a student's privileges will be denied or revoked.

B. Acceptable Use

Student access to the school unit's computers, networks and Internet services are provided for educational purposes and research consistent with the school unit's educational mission, curriculum and instructional goals.

The same rules and expectations govern student use of computers as apply to other student conduct and communication.

Students are further expected to comply with these rules and all specific instructions from the teacher or other supervising staff member/volunteer when accessing the school unit's computers, networks and Internet services.

C. Prohibited Use

The user is responsible for his/her actions and activities involving school unit computers, networks and Internet services, and for his/her computer files, passwords and accounts. Examples of unacceptable uses that are expressly prohibited include, but are not limited to, the following:

1. **Accessing Inappropriate Materials** – Accessing, submitting, posting, publishing, forwarding, downloading, scanning or displaying materials that are defamatory, abusive, obscene vulgar, sexually explicit, sexually suggestive, threatening, discriminatory harassing and/or illegal;

2. **Illegal Activities** – Using the school unit's computers, networks and Internet services for any illegal activity or that violates other Board policies, procedures and/or school rules;
3. **Violating Copyrights** – Copying or downloading copyrighted material without the owner's permission;
4. **Plagiarism** – Representing as one's own work any material obtained on the Internet (such as term papers, articles, etc). When Internet sources are used in student work, the author, publisher and Web site must be identified;
5. **Copying Software** – Copying or downloading software without the express authorization of the system administrator;
6. **Non-School Related Uses** – Using the school unit's computers, networks and Internet services for non-school-related purposes such as private financial gain; commercial, advertising or solicitation purposes.
7. **Misuse of Passwords/Unauthorized Access** – Sharing passwords, using other users' passwords without permission an/or accessing other user accounts;
8. **Malicious Use/Vandalism** – Any malicious use, disruption or harm to the school unit's computers, networks and Internet services, including but not limited to hacking activities and creation/uploading of computer viruses.
9. **Unauthorized access to Chat Rooms/News Groups** – Accessing chat rooms or news groups without specific authorization from the supervising teacher;

D. No Expectation of Privacy

The school unit retains control, custody, and supervision of all computers, networks and Internet services owned or leased by the school unit. The school unit reserves the right to monitor all computer and Internet activity by students. Students have no expectation of privacy in their use of school computers, including e-mail and stored files.

E. Compensation for Losses, Costs and/or Damages

The student and/or the student's parent/guardian shall be responsible for compensating the school unit for any losses, costs or damages incurred by the school unit related to the violations of this *Computer and Internet Use Policy* and/or these rules, including investigation of violations.

F. School Unit Assumes No Responsibility for Unauthorized Charges, Costs, or Illegal Use.

The School unit assumes no responsibility for any unauthorized charges made by students, including but not limited to credit cards charges, long distance telephone charges, equipment and line costs, or for any illegal use of its computers such as copyright violations.

I, _____, the parent / guardian of the above,
understand and agree to the provisions set forth above. I understand and accept all
financial and legal liabilities that may result from my child's use of the school's
computers, networks and Internet service.

Signed _____ Date: _____

Appendix 6-2 Sample from SAD #4

EMPLOYEE COMPUTER AND INTERNET USE

All S.A.D. # computers remain under the control, custody and supervision of the district or its designee. It is the responsibility of employees to limit use of district computers, networks and Internet services to those tasks that support and/or enhance the course of instruction and effective management of the district. Given the insecure nature of electronic communications, all employees are reminded and encouraged to exercise appropriate caution and discretion concerning matters of a confidential nature.

Use of district computers, networks and Internet services for non-school purposes is permitted so long as such use does not interfere with any employee's job duties and/or performance. Such non-school use must be consistent with standards of appropriate employee conduct. Employee use of district computers, networks and/or Internet services for non-school purposes shall comply with all applicable laws and S.A.D. # policies, regulations, procedures and standards. The district reserves the right to monitor all computer and Internet activity by employees. Therefore, employees are reminded that there is no expectation of privacy in their use of school computers, networks and/or Internet services.

Each employee is entitled to access and utilize the S.A.D. # computers, networks, and Internet services only with authorization. S.A.D. # computer, network and Internet services authorization shall be granted to any employee who provides a written statement acknowledging that this policy has been read and understood by the employee. This signed acknowledgement shall be retained in the employee's personnel file.

The Superintendent shall be responsible for the administration of compliance with this policy in a manner consistent with applicable employment policies and negotiated agreements. Any employee who violates this policy will be subject to appropriate disciplinary actions, and possible referral to law enforcement authorities. The administration may also develop additional administrative regulations and/or procedures governing the day-to-day management and operations of the district's computer system.

In order to use the Internet on the S.A.D. # campus, I agree to the terms in this policy as evidenced by my signature below:

Employee's Name _____

Employee's Signature _____

Date _____

Policy's First Reading: date

Policy Adopted by _____ : date

Appendix 6-3 Sample Lyman Moore Middle School

Apple iBook Sign Out Procedure Summary

Please refer to the full text document for further details on each point listed below.

Signing Out

- The iBook issued to each student is an educational tool and should only be used in that capacity.
- In order to sign out a computer to take home, parents and students must attend a Family Orientation meeting.
- Students must plan ahead and bring in a note from a parent in which the parent explains their awareness of the dates that the computer is to go home.
- Students must inform their homeroom teacher in advance that they will be signing out their computer that day.
- Students must sign out their iBook and carrying case with their homeroom teacher.
- Sign outs will occur immediately after school unless alternative arrangements are made with the homeroom teacher.
- iBooks may not be taken in locker rooms, on playing fields, courts, etc.
- Arrangements with parents for iBook pick ups must be made in advance for students participating in extra curricular activities.

At Home

- When at home, the iBook will ALWAYS be used in a common family location with adult supervision.
- Parents/Guardians will have their child's login password in order to supervise student's usage at home.

Return

- The iBook and its carrying case will be signed back in before or during homeroom on the first school day following the day it was signed out.
- Parents will be contacted directly if a student returns to school without the computer and will be expected to bring the computer to school immediately.
- Failure to check the computer back in on time will result in the school revoking the privilege of signing out your iBook to take home.

Responsibility

- If the iBook is stolen while signed out to you, it should be reported to the local police authorities and Lyman Moore Middle School personnel immediately.
- Replacement costs and/or the repair for damages that are not covered by the warrantee and that occur to the iBook and its carrying case while it is signed out are the sole responsibility of the undersigned parent/guardian.
- If you, as the parent/guardian, would rather that the computers NOT be brought home, please inform the school immediately.
- Failure to comply with the school's policy for iBook sign out may result in your sign out privileges being revoked.

I hereby agree to the procedures and expectations outlined in both the Apple iBook Guidelines and the Apple iBook Sign Out Procedure.

Printed Student Name _____

Student Signature _____ Date _____

Printed Parent/Guardian Name _____

Parent/Guardian Signature _____ Date _____

Section 7: Taking Machines Home

iBooks should not go home until parents have attended a two to three hour meeting to understand their role and responsibilities, and have signed appropriate policies that the school and district have adopted. Both the student and parent should sign the permission form. Computer laptop procedures and rules for home use should include clearly defined provisions for recharging and caring for the machines, and expectations for appropriate use at home. (An example of the Lyman Moore Middle School's home use policy may be found in Section 6, Appendix 6-3.) Without these rules and procedures, students should not take iBooks off school property.

DOE is currently examining how to make Internet access available from home. This may be available by January 2003.

Section 8: Power Management

Through power management, iBook batteries can last for a full day of instruction, although it is assumed that they are not used for every lesson throughout the school day. The use of the following power management settings and procedures will ensure maximum battery life.

1. Machine Setup and use

- a. Dim the screen as much as possible and still have it readable.
- b. Only use various devices on the iBook (Airport card, CD drive, modem, Ethernet ports, USB or FireWire) when they will be needed shortly (see Appendix 8-1 for step-by-step instructions).
- c. Whenever the iBook is not in use put it to sleep by closing the lid. Always put the iBook to sleep if it will be used within the next two hours, since restarting the iBook within two hours will use more power than “sleeping”.
- d. Keep the iBook in a moderate area, as cool storage will diminish battery capacity.

2. Recharging Batteries should be fully charged at the beginning of each school day.

- a. In school – consider charging batteries by plugging in the iBook when not in use (e.g. lunch time or other breaks). They charge faster when the iBook is off, and it takes 2 ½ hours to recharge a fully diminished battery, when the computer is off. Each school needs to decide how to handle recharging batteries, to ensure iBooks are fully charged for use each school day.
- b. If students or employees have permission to take iBooks off school property, they are responsible for ensuring the batteries are recharged overnight and iBooks are ready for use at school the next day.

Appendix 8-1 Power Saving Instructions

In System preferences:

1. In Sharing, turn File Sharing OFF when it is not needed.
2. In Network, turn Appletalk OFF when not needed.
3. In Speech, turn Speech Recognition OFF if it is not necessary.
4. In Date and Time, DO NOT enable "Use network time server".
5. In Energy Saver:
 - Put system to sleep when inactive for 5 minutes
 - Display sleep should be set to 5 minutes
 - Hard disk sleep should be set to 5 minutes.
6. In Screen Saver, turn the screen saver off.

Section 9: Evaluation

The DOE intends to evaluate various aspects of the MLTI to determine its impact on students and teachers. Schools will be asked to provide attendance, discipline records etc., and other information regarding the use and effectiveness of iBooks in classrooms. Further information will be provided as evaluation plans are developed.

Section 10: iBook Features

1. **MLTI Image** The MLTI iBooks arrive with a suite of software including:

- a. AppleWorks,
- b. Microsoft Internet browser,
- c. iMovie,
- d. First Class,
- e. Acrobat Reader,
- f. iTunes (teachers only),
- g. QuickTime,
- h. iTools,
- i. Palm Desktop,
- j. FAXstf,
- k. Microsoft Outlook Express,
- l. Norton Anti-virus, and
- m. iPhoto.

The initial log-in screen is unique to the MLTI and cannot be changed, in part as a security measure to allow all project machines to be identified. Certain features are only accessible by students, teachers or administrators. See Appendix 10-1 for a matrix of access permissions.

2. **Optional Classroom Management Software** Apple Remote Desktop, is available for \$300 per school regardless of number of students. Apple Remote Desktop enables a teacher to

- a. keep an eye on all the computer screens in a classroom or lab,
- b. distribute software upgrades,
- c. perform group demos, and
- d. provide online assistance with real-time text communications for students needing individual attention.

For more information see www.apple.com/remotedesktop or contact Tara Maker at maker.t@apple.com.

3. **Games and Music** iBooks are for educational purposes, and the DOE has required Apple to install a hidden background process to daily scour the iBooks' internal hard disk for games and MP3's (music).

Immediately after login, this process automatically searches students' account folders (the only location to which they may save files), and renders recently saved MP3 files, applications, and games useless. It does this by shutting off the executable bit for applications and changing files to write only.

This application also compares files against a master list of games – the most used, bought and downloaded games on the Internet. This list originates on the server, but is copied to individual iBooks for comparison. If it finds a match, the background

application disables the game.

Since this process is permanently tied to logging in, teachers should instruct student to logout and login to remove recently added games or music.

4. **FirstClass** The FirstClass software is used for centralized and managed backup. It also provides a communications architecture for use by students and teachers. FirstClass enables iBook users to chat (interactive online conversation), send and receive e-mail messages, maintain a calendar, and participate in group discussions in conferences. The iBooks' desktop folders include the following.

- a. Mailbox – contains all messages sent to an iBook user, as well as copies of messages that user creates.
- b. Address Book – contains e-mail address that only the iBook user can see.
- c. Conferences – contains public conference messages created by the system administrator; each school may also have its own local conferences.
- d. News – usually contains general announcement messages.
- e. Calendar – records events (meetings/tasks), and enables users to view others' calendars.

5. **E-mail Accounts** Schools have the option of permitting students to have a First Class e-mail account. All seventh grade teachers already have been assigned accounts. Each school needs to decide whether student e-mail will be limited to within the school, or also be permitted to and from addresses outside the school or Maine School and Library Network. Principals must file the form in Appendix 10-2 before the students' e-mail accounts will be activated.

6. **Websites** Schools may create school web pages and web pages for individual teachers. Student web pages are not available at this time. DOE will be seeking input about what training or instruction should be required before allowing schools to choose to activate web pages for students.

7. **Back-ups** The primary storage device for files is the iBook. The MLTI also provides a Backup Utility that allows the migration of important and critical files to be moved to a secure and remote server location. This space is intended for important files and is limited to 250 MB of total space per teacher and student. This should be enough space for a number of important documents but will not be a location to try to save digital video and audio files. Users will be notified when they are allowed to begin back-ups. At this point, the utility checks the dock (the icons that run along the edge of the screen representing the various software programs loaded on the iBook). If items have been removed from the dock, that are MLTI dock items, the utility replaces them. It does not, however, remove things that the user has added.

8. **Norton Antivirus** Norton Antivirus includes an application called "LiveUpdate". When launched, it will check with Symantec's Internet web site and compare the virus definition version that is on the iBook with the most recent version available.

This application (which may only be automatically run by the administrator) is built into the Antivirus application, as a button or menu item. For student and teacher accounts “LiveUpdate” can be run manually but it is important to note that it will only let them know that there is an update. To install an update an administrator password is required.

LiveUpdate checks the version of Antivirus itself as well as the virus definition files. If a newer version of either is available, it prompts to verify the updates are available and requires an administrator password to continue. At that point, the administrator may choose to download the updates then, or choose to do it later. When the download is complete, both applications “re-install themselves” automatically.

Norton Antivirus is set up on the MLTI image in the following way:

- It will automatically scan the hard disk on a daily basis, invisible to the user. The user also has the ability to perform manual checks and repairs.
- It scans the entire hard disk for any corrupted files in any location.
- It automatically repairs the file or files that may be damaged. If it cannot repair them, the user is notified with the suggested remedy of deleting the file.
- It creates a text file showing the files that were damaged and the results of the repair. This file can be viewed from any text editor or by using the Norton Antivirus software.

Appendix 10-1 MLTI Image Permissions Matrix

Application/Utility	Student	Teacher	Admin
AppleWorks	X	X	X
iMovie	X	X	X
FirstClass Client	X	X	X
Sherlock	X	X	X
Quicktime	X	X	X
Outlook Express ¹	X	X	X
Palm Desktop	X	X	X
FAXstf ²	-	X	X
Acrobat Reader	X	X	X
PCalc	X	X	X
Internet Explorer	X	X	X
Netscape Communicator ¹	X	X	X
AntiVirus Software ³	P	P	X ⁴
Backup Utility	X	X	X
iPhoto	X	X	X
WorldBook Encyclopedia	X	X	X
Stickies	X	X	X
TextEdit	X	X	X
Sharing Preferences	-	-	X
Startup Disk	-	-	P ⁵
Login Preferences	-	-	X
Users Preferences ⁶	P	P	X
Network Preferences ⁷	P	P	X
Terminal	-	-	X
Network Utility	-	-	X
Disk Utility	-	-	X
Airport Setup Assistant	-	-	X
Airport Admin Utility	-	-	X
iTunes	-	X	X
ProcessViewer	-	X	X
Console	-	X	X
Desktop Pictures ⁸	-	-	P
Chess	-	-	-
Otto Matic	-	-	-
Network Selection ⁹	P	P	X
.mp3 Files ¹⁰	-	X	X
Top 50 Games ¹¹	-	-	X
Additional Executable Files ¹²	P	P	X

Key:

- X Fully Available
- P Partially Available (see comments)
- Not Available

Comments:

- ¹ Classic mode only
- ² The installer is available to the admin account so it can be enabled for the students on a machine by machine basis if needed.
- ³ The antivirus software is not scheduled to run periodically by default. Upon first run the any user can set the schedule.
- ⁴ Virus definitions can only be updated by the admin account.
- ⁵ The admin account can change the startup disk only from the startup disk preferences panel. Special startup key strokes such as 'c' for CDROM cannot be accessed without open firmware access.
- ⁶ The teacher and student accounts can only change their own passwords. Only the admin account can change icons and add/delete accounts.
- ⁷ Only the admin account can change network settings for airport, Ethernet, and modem ports. Other users can see the current settings values.
- ⁸ Desktop pictures are set to default MLTI images as an theft deterrent. The admin account can change the admin desktop picture but not the other users.
- ⁹ All users can change airport networks and choose to use airport, ethernet, or modem connections. It just takes the admin account to set each connection up beforehand.
- ¹⁰ Upon student login a daemon is run that will make any file ending with .mp3 unable to be opened by any application. The mp3 file can be deleted.
- ¹¹ At each backup a list of the top 50 games is consulted and the same daemon as in 10 above will disable any game within the students MyApps folder.
- ¹² The same daemon listed in 10 and 11 above looks through the users account on the machine a disables any application not residing in the MyApps directory.

Maine Learning Technology Initiative

~ School E-mail Option Form ~

I _____ choose the following option for
(Principal Name)

(School Name) School.

I choose the following options for student e-mail on the MLTI system

- ☐ Students can have e-mail but only within their school group on the MLTI system.
- ☐ Students can have e-mail but only within the MLTI system.
- ☐ Students can have e-mail that can be used to send and receive messages outside the MLTI system (i.e. Internet e-mail) as well as within the MLTI system.
- ☐ No e-mail at this time.

20-A M.R.S.A. Section 6001. Dissemination of Information

A public school may not publish on the Internet or provide for publication on the Internet or provide any personal information about its students without first obtaining the written approval of those students' parents. For the purpose of this section, "personal information" means information that identifies a student, including, but not limited to, the student's full name, photograph, personal biography, e-mail address, home address, date of birth, social security number, and parents names.

I understand that 20-A M.R.S.A. section 6001 provides the above, and that this school has taken the necessary steps to obtain parent approval.

Signed _____ Date _____

Please sign and return to:

Project Manager, MLTI
Department of Education ~ 23 State House Station ~ Augusta, ME 04333

Section 11: Maine School Library Network

1. Internet Service Schools will continue to receive Internet access in the same manner as prior to the MLTI. Schools with a T-1 connection from the Maine School and Library Network (MSLN) will use that service for Internet access. All such schools must apply annually for Federal E-rate. State E-rate funds from the Maine Telecommunications Education Access Fund (MTEAF) supplement the Federal E-Rate. Schools using an ATM connection for Internet service are also eligible for MTEAF support. Schools that have chosen to use cable companies, or other providers for their Internet access will need to continue with this service.

Schools desiring to begin service from MSLN need to apply for Federal E-Rate through the MSLN Consortium. Contact Edna Comstock at the Maine State Library (edna.comstock@state.me.us) if you have questions about the Federal E-Rate application process. The next cycle will require application by January 2003 for service beginning on July 1, 2003.

2. Filtering In order to meet the requirements imposed by federal law, Children's Internet Protection Act (CIPA), filtering (N2H2's Sentian FS) was turned on by UNET for all schools connected to MSLN on July 1, 2002. There is no direct cost to the individual schools for this filtering service. N2H2's Sentian FS may not be the long term solution. Unlike N2H2's Bess product, Sentian FS does not act as a proxy, but rather, works in conjunction with the Cisco web cache engines that have been running on MSLN for the past few years. This new architecture is much more scalable and should eliminate the performance problems that the Bess proxies have had.

A major feature missing from Sentian FS is distributed management. This feature allows schools to have local control and management of filtering categories for their schools. UNET will be working with N2H2 to help them define and implement a distributed management interface for the fall of 2002.

To meet the CIPA requirement, the following categories are filtered:

- Adults Only
- Nudity
- Pornography
- Sex
- Hate/Discrimination
- Illegal
- Violence

Exceptions (allow access to web sites that may have value for your school but are marked as belonging to one of the blocked categories. For example, Violence (under Blocks) and History (under Exceptions) are both turned on so violent sites are allowed only if they present violent material in a historical context.) :

Education
Medical
For Kids
Moderated
History
Text/Spoken Only

If the school is currently using a filtering UNET recommends, please continue to use it as it may better reflect local choices regarding what should, or should not, be filtered. The global filtering should not significantly impact any of your current filtering. If you have a license that is scheduled to renew in the near future, you may elect not to renew that license and avail yourself of the global filtering being provided over MSLN.

MSLN's goal is to ultimately allow each school to manage their own filtering categories and locally define individual override accounts. Some problems relating to this filtering may well arise as UNET works with you to meet the requirements of the law. If you have any questions or encounter problems, please contact the MSLN helpdesk at 1-888-367-6756 or msln@maine.edu.

Section 12: Training / Professional Development

A key component of the MLTI centers upon teacher preparation and professional development with a focus on the integration of classroom practice, assessment and student engagement. We have chosen to work systemically, helping to create conditions that will support each school faculty as they build their own capacity. Thus, starting in the 2001-02 school year, the Gates Teacher Leadership Project established a professional development system supporting the implementation of Maine's Guiding Principles and the Maine's Learning Results.

The Department of Education created nine superintendent regions for the dissemination of information and coordination of support for education initiatives. Funds from the Gates Foundation Grant supported the establishment of a Demonstration/Exploration school within each such region of the state.

A Regional Integration Mentor was selected at each site. This mentor helped to set up practices and procedures at the Exploration site and established an email network with the Teacher Leaders within their region.

Gates funds provide compensation for a critical new role within the project, the Teacher Leaders. Each school within the project was asked to select a Teacher Leader to work with the building principal in order to keep the focus on teaching and learning and successfully establish the MLTI within the school. These teachers were chosen for specific work and by specific criteria. There are 240 Teacher Leaders within the MLTI. See Appendix 12-1 for Teacher Leaders' Job Description and a brief description of Regional Integration Mentors.

Teacher leadership development is a goal of the project The teacher leaders met throughout the spring to:

- establish a human network and technical infrastructure to move this project forward, and
- develop skills, strategies, and resources that will help them build capacity at their school.

Teacher Leaders attended daylong state wide and regional meetings and a two-day teacher leader retreat between February and June of 2002. An e-mail system was established using First-Class so that teachers will stay in touch and continue to share resources throughout the school year.

Growing Content Support Collaboratively Prior to the 2002-2003 school year, eight Content Leaders, will be selected for each of the nine regions. These content leaders, along with the Regional Integration Mentor, will convene regional job-alike meetings for all middle school teachers in the project. For instance, math and science teachers in Region 6 will meet in daylong meetings three or four times during the year to share new learning, resources, and projects. These Content Leaders will post on First Class sample projects tied to the Content Standards of the Maine Learning Results.

Coherence and alignment of resources for educators requires close collaboration with the colleges of education. Identified staff from each college of education will work with the Regional Mentors and Content Leaders to ensure continued coordination and coherent staff development efforts. For instance, a collaborative project in math and science among the University of Maine at Farmington, Orono, Southern Maine, and the Maine Mathematics and Science Alliance, is being presented to middle school teachers through the regional networks established for MLTI.

Being Sure of Where We are Heading Classroom assessment, the driver for classroom instruction and student motivation, will be addressed through work with Dr. Anne Davies, a nationally recognized expert in assessment. Educators' professional development will focus on their own learning and shifting classroom practice from assessment being done "by teachers to students," to involving students deeply in clarifying content outcomes, monitoring learning, collecting and organizing evidence of learning, and presenting this evidence to teachers, parents, and community.

The new tools (iBooks, FirstClass and Internet resources) available to each student will support this change, as students develop skills required to be self-directed, independent, and life long learners. True learners need to be actively involved in constructing their learning, which is both individual and social through interaction with others. Staff development efforts will support teachers through an initial two-day summer training, conferences, institutes, a combination of online and web resources, regional teacher meetings and virtual collaboration using FirstClass. The Content Leaders and Regional Integration Mentors will serve as coaches within their own region.

Bernajean Porter, a consultant skilled in large scale technology implementation, will provide resources and training in the development of integrated technology projects. Dr. Seymour Papert, visionkeeper for the project, will lead the content development work.

Appendix 12-1 Teacher Leaders' Job Description and Regional Integration Mentor

Teacher Leaders' Job Description

Work collaboratively with the building principal to build capacity.

Keep project focused on teaching and learning within the context of real classrooms.

Act as contact person for notification of learning opportunities.

Collect baseline data in building including strengths, needs, potential problems and local resources. Help staff analyze data to make decisions.

Support their colleagues by providing information, mentoring, cognitive coaching, modeling, and facilitate meetings and problem solving around project

Focus on this project for a period of at least one year.

Develop a culture of discussion in and around their schools of relevant issues –“Schools that learn are schools that talk”.

Work with school administrators, technology coordinators and other school system personnel in implementing the technology deployment with a sensibility to the status and needs of the teachers

Understand the demands and constraints of being a classroom teacher.

Regional Integration Mentor

The selection of a regional technology integration mentor for each superintendents' region of the state is key to the development of a statewide network of staff development in middle schools and within each region. These teachers will serve as the backbone of this project for the year 2002.

Job Responsibilities:

Focus on this project for a period of at least one year.

Keep the project focused on teaching and learning within the context of real classrooms

Help design and deliver regional staff development activities after school and during the summer.

Facilitate meetings and problem solving sessions within the region.

Help collect and analyze baseline data from each school site.

Assist with regional public relations work.

Oversee the instructional visits to the Demonstration Sites.

Section 13: Care of iBooks

General Handling and Care

1. Mishandling of your iBook could result in your losing it!
2. The iBook is fun to use, but it is not a toy! Remember that it is a computer and must be handled with care.
3. The iBooks belong to the Maine Department of Education. They are on loan to you to use as a tool for learning.
4. Do not put your iBook in your backpack, it is more likely to get damaged there. It comes with a case with a handle to protect the computer and make it easy to carry. The iBook must stay in the case at all times.
5. Protect the computer from the weather.
6. Protect it from heat or cold.
7. Do not eat or drink near where you are using the computer.
8. Close the computer carefully – from the center of the screen – do not slam it shut!
9. Use the iBook on a flat stable surface if it falls it may break!
10. Do not insert things into openings (ports) of the iBook.
11. Be patient. Sometimes computers require time to do their job.
12. If/when you take the iBook home for assignments, be sure it is recharged for the next school day.
13. You will be assigned a slot in a charging cabinet for storage and charging the iBook. Use only your assigned space.
14. For your own health, when using the computer, it should be kept at least 18 inches from your eyes and the screen should be at a lower level than your eyes.
15. For the most part, you will not need to be using the CD drive so please leave it closed.
16. You MAY NOT mark the computer in any way with markers, stickers etc.
17. You may make your own ID card to insert in the pocket of the computer case.

Cleaning

1. Wipe the surfaces lightly with a clean soft cloth.
2. Do not use water or other cleaning solutions on the iBook.
3. To keep the screen clean, do not touch it with your fingers.

Cables

1. When charging cable needs to be connected, be sure to line it up correctly when inserting and removing.
2. If the battery is not charging, do not wiggle the power cord. Try removing it and fully reinserting it.
3. Be careful not to jerk the iBook around when cables are attached.

Other Problems with the iBook

If you have problems with your computer, ask for help.

Section 14: School Construction/Changes

The State contract with Apple provided for installation of wireless networks in public schools with seventh and eighth graders during the summer 2002. Each school was required to sign-off upon satisfactory completion of the installation. Any changes made at the building after this initial installation that necessitate additional or changes to wiring or wireless hubs are the responsibility of the school. For example, if a seventh grade class is moved into another part of the building that is not covered for wireless access because it was previously used by sixth graders, the school will be responsible for wiring the room and moving or purchasing additional airport hubs. Any school that failed to list a seventh or eighth grade room on its school readiness checklist and signed off on the installation, will similarly be responsible for the cost of wiring any additional rooms. Schools completing new construction after December 31, 2002 should provide for wireless access as part of their design plans. Airport hubs can be moved from the existing school to the new school.